

End-Point Assessment Frequently Asked Questions

What happens if I need to cancel my end-point assessment?

If you need to cancel your end-point assessment (EPA) for any reason, you need to give at least 24 hours' notice - otherwise you will be recorded as a no-show.

What happens if I cancel with less than 24hrs notice or don't turn up for my EPA?

You will be recorded as a no-show. This means you will have used one of your attempts and the result for that attempt will be recorded as a Fail. This also means the highest grade you can get for your re-sit is a Pass.



Do I have to bring ID?

Yes. You must bring photographic ID with you to every EPA. If you don't have photo ID, your Independent Training Provider (ITP) should have saved a photo of you on our system so that we can confirm it's you.

What equipment do I need?

This will depend on what assessment you are taking, but you will need equipment that is suitable for the EPA and you will need to ensure that any electronic equipment is sufficiently charged for the full duration of the assessment.

What if I can't connect on the day?

You are required to perform system checks prior to any digital EPA. You will be sent guidance for how to do the system checks on your electronic device prior to your EPA, to ensure that it is compatible with our online EPA service and platform.

What if I have issues with my internet connection during the assessment?

Depending on the nature of the issue, the Independent End-Point Assessor (IEPA) will work to find a solution for you, such as using an alternative platform. If you are unable to resolve your technical issues, this may invalidate your EPA.

How long will my assessment last?

Your IEPA will confirm this when they book your assessment with you. You must ensure that you are prepared for the duration of assessment; for example, go to the toilet beforehand, make sure your electronic equipment is sufficiently charged or you have the chargers plugged in, etc.

Can I bring notes/textbooks into the EPA with me, or make notes during the assessment?

This will depend on the requirements of your EPA. Your IEPA will confirm this with you beforehand. You must comply with what they tell you.

What should I wear?

This is a formal assessment and you should be dressed as you would dress to sit an exam at school or college. Pyjamas or other nightwear are not acceptable.

Where do I have to sit to take my assessment?

You should sit somewhere comfortable and practical - remember that this is a formal assessment. Sitting in bed is not acceptable.

Can I blur my background on Teams/Zoom?

No. We need to ensure that you are not being assisted in any way during your EPA.

Can I leave the assessment to go to the toilet/answer the door/answer the phone?

If you expect that you will need to use the toilet during a long assessment, inform the IEPA prior to your EPA. Answering the door or the phone during your assessment is not acceptable and may invalidate your EPA.



Can I smoke/vape during my assessment?

No.

Can I have refreshments or food during my EPA?

This is a formal assessment and you should treat your EPA as if you were to sit an exam at school or college. You may have a bottle of water to hand if practical, but if in doubt ask your IEPA. Try to eat something before your EPA takes place as studies show that healthy eating before an assessment improves performance.

What if my dog barks or the kids are running around?

You should prepare your environment so that there are no distractions, as this may invalidate your EPA.

Will I be told if I've given a right or wrong answer during the EPA?

Not during the EPA, but you will be given feedback with your result.

What happens after my EPA?

Your IEPA will explain what happens next at the end of your EPA.

I haven't heard anything about my EPA for a while, how will I know if it is going ahead?

If you are concerned that your EPA has not been booked, or if you are worried that you have not received any confirmation/information about your impending EPA, please contact your IEPA or alert your ITP who will get in touch with us to confirm.

My IEPA has confirmed that I have passed my EPA, when will I receive my certificate?

Once the IEPA verifies that you have successfully completed all EPAs, NCFE will activate certification. Working with the apprenticeship certificate issuing authority, NCFE will ensure that you will receive your certificate.